1 9626/13/M/J/18/Q2

Tick the **four** most accurate statements referring to protecting the confidentiality of personal data.

	✓
You should use different passwords and PINs for different accounts.	
Storing personal data on removable media only and locking them away when not in use, is a good form of protection.	
Encryption prevents data from being accessed.	
A firewall always prevents unauthorised users from accessing confidential data.	
Installing spyware helps protect confidential data from unauthorised access.	
Banks are allowed to share personal data of customers with other customers.	
Confidential personal data is usually stored on DVD ROMs as this prevents it from being accessed.	
TLS is a cryptographic protocol used to protect personal data transmitted across a network.	
Users should always log off immediately after using a site where personal data has been typed in.	
Using public computers to access personal information is good practice as they usually have plenty of security.	

[4]

STUDENTS RESOURCE

CamScanner

2 9626/11/O/N/18/Q7

Describe, in detail, **three** different safety (apart from e-safety) issues that can arise from the use of IT. For each issue give **one** method of helping to prevent it. Each method must be different.

Issue 1 .....

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Prevention .....

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Issue 2 .....

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Prevention .....

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Issue 3 .....

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Prevention .....

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.....[6]

STUDENTS RESOURCE

CamScanner

3 9626/12/O/N/18/Q3

One of the dangers of accessing the internet is the increased risk of malware attacks.

Describe the distinctive features of each of the following types of malware.

Trojan Horse .....

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Worm .....

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Spyware .....

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Adware .....

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STUDENTS RESOURCE

CamScanner

4 9626/12/F/M/19/Q9

Describe the differences between health issues and safety (apart from e-safety) issues experienced by employees in an IT-based work environment.

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STUDENTS RESOURCE

CamScanner

5 9626/11/M/J/19/Q4

Most schools have introduced e-safety lessons because teachers are becoming concerned about the way their students use the internet when not in school. One of their concerns is that students may be revealing personal information about themselves.

Describe the problems associated with this and other problems that arise from students using the internet.

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STUDENTS RESOURCE

CamScanner

6 9626/11/M/J/19/Q8

There are a number of ways that fraudsters can obtain money from customers' bank accounts.

(a) Describe how the fraudster would use vishing to obtain a customer's personal data.

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(b) Describe how the fraudster would use smishing to obtain a customer's personal data.

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STUDENTS RESOURCE

CamScanner

1 9626/11/M/J/19/Q14

Many students use the internet in school to search for information to help with their classwork.

Apart from e-safety, discuss the benefits and drawbacks of students using the internet for this purpose.

[8]

STUDENTS RESOURCE

CamScanner

8 9626/12/M/J/19/Q2

Tick the **four** statements referring to malware which are true.

	✓
A virus corrupts files but does not delete them	
Ransomware continually deletes files until a ransom is paid	
One purpose of releasing a worm is to occupy as much bandwidth in a network as possible	
Ransomware is often initiated by means of a trojan horse	
A trojan horse is a type of malware within an email attachment that is downloaded without the user understanding the consequences	
Spyware is a type of software that removes key loggers from a hard disk	
Adware is additional software attached to a virus when it is downloaded	
Malicious bots are never used to instigate a SPAM attack	
A rootkit enables a hacker to gain administrator rights in a victim's computer	
A trojan horse just enables a virus to be transmitted. It never deletes data itself	

[4]

9 9626/11/O/N/19/Q2

Tick the **four** most accurate statements regarding the gathering of personal data by unauthorised persons.

	✓
Pharming involves sending a website URL, inviting the receiver to go to the website	
Smishing involves using text messages to persuade people to give out personal information	
Phishing involves installing malicious software on the victim's computer	
Pharming involves creating a fake website that looks like an actual bank's website	
Phishing involves the sending of fake emails in order to advertise the bank	
Vishing involves the fraudster's computer redirecting a customer's phone call to his own phone	
Banks can ask you from time to time to send them your full password to check you are authorised to use that account	
Vishing involves receiving a phone call from a fraudster	
Vishing never involves getting the customer to phone the bank	
Smishing is the same as vishing but never involves the use of a phone	

[4]

STUDENTS RESOURCE

CamScanner

10 9626/12/F/M/20/Q10

In a recent BBC news bulletin it was said:

'It takes 82 seconds for cyber-thieves to ensnare the first victim of a phishing campaign, a report suggests.'

'Hackers exploit router flaws in unusual pharming attack.'

Describe what is meant by:

(a) phishing

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(b) pharming.

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STUDENTS RESOURCE

CamScanner

11 9626/12/M//20/Q4

Several radio programmes have recently highlighted e-safety as an issue that schools need to address.

Describe the advantages of a school having an e-safety policy.

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STUDENTS RESOURCE

CamScanner

9626/12/M/J/20/Q6

Personal data and other sensitive types of data often need to be kept confidential or restricted to authorised staff.

Explain why personal data should be kept confidential.

[6]

9626/12/M/J/20/Q8

Describe how **two** different safety issues can arise from the use of IT. For each issue give **one** method of helping to prevent it. Each method must be different.

[4]

STUDENTS RESOURCE

CamScanner

14 9626/11/O/N/20/Q7

Define the following types of malware including a description of what each type does.

(a) Rootkit

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(b) Malicious bots

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(c) Ransomware

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STUDENTS RESOURCE

CamScanner

5 (a) Tick the most accurate statement regarding the use of vishing.

	✓
Vishing involves mobile (cell) phone text messages persuading people to reveal their personal data	
With vishing, a text message may include a telephone number that connects to an automated voice response system	
Vishing involves installing a piece of malicious software on a customer's computer	
Vishing involves a phone call to persuade people to reveal their personal data	

[1]

(b) Describe, in detail, **three** measures you could take to help prevent you being a victim of vishing.

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..... [3]

(c) Tick the most accurate statement regarding the use of smishing.

	✓
With smishing, a text message is received which may include a website URL and invite the receiver to go to the site	
Smishing is the use of video clips persuading people to reveal their personal data	
Smishing involves using emails to persuade people to reveal their personal data	
Smishing involves receiving a phone call	

[1]

STUDENTS RESOURCE

CamScanner

(d) Describe, in detail, three measures you could take to help prevent you being a victim of smishing.

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16 9626/12/M/J/21/Q4

Define the following types of malware, including a description of what each type does.

(a) Worm

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(b) Spyware

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STUDENTS RESOURCE

CamScanner

9626/13/M/J/21/Q5

A company has several IT rooms. The computers in each IT room are connected to the company's network. One of the physical safety issues is workers tripping over cables.

Describe, in detail, **three** other physical safety issues that can arise from the use of IT rooms. For each issue, give one method of helping to prevent it. Each method must be different.

Issue 1 .....

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Prevention method .....

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Issue 2 .....

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Prevention method .....

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Issue 3 .....

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Prevention method .....

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STUDENTS RESOURCE

CamScanner

18 9626/11/O/N/21/Q7

A company has several IT workers. To help reduce health issues the company encourages workers to take regular breaks.

Describe, in detail, **three** different health issues that can affect these workers. For each issue give one method, other than taking regular breaks, of helping to prevent it. Each method must be different.

Issue 1 .....

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Prevention .....

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Issue 2 .....

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Prevention .....

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Issue 3 .....

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Prevention .....

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STUDENTS RESOURCE

CamScanner

19 9626/12/O/N/21/Q6

Personal data should always be kept confidential and secure. Data can be kept secure by using encryption and by restricting access using methods such as passwords and biometrics.

Describe other methods of keeping data confidential and secure.

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20 9626/13/O/N/21/Q3

Fraudsters sometimes attempt to obtain customers' personal and banking data so they can commit identity theft.

Describe how customers should try to prevent their personal and banking data being obtained by phishing.

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STUDENTS RESOURCE

CamScanner

21 9626/13/O/N/21/Q4

Many parents are concerned that their children are not aware of the e-safety issues that arise from using the internet.

Describe the guidance parents should give to make sure their child stays e-safe when using social networking and gaming sites.

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STUDENTS RESOURCE

CamScanner

9626/12/F/M/22/Q8

22 Phishing is an attempt by fraudsters to gather personal information using email. Receivers of emails should use several different methods to prevent phishing attacks.

Evaluate the different methods which can be used to prevent phishing.

[8]

STUDENTS RESOURCE

CamScanner

23 9626/12/F/M/22/Q9

Hackers sometimes commit fraud after causing spyware to be installed on other users' computers.

(a) Describe what is meant by the term 'spyware'.

[3]

(b) Explain how a hacker uses the information gained from spyware to commit fraud.

[4]

STUDENTS RESOURCE

CamScanner

9626/12/M/J/22/Q8

Pharming is a method used by hackers to obtain information from bank customers.

(a) Explain what is meant by pharming.

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(b) Describe **three** methods a customer could use to minimise the risk of becoming a victim of pharming.

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STUDENTS RESOURCE

CamScanner

25 9626/13/M/J/22/Q3

Wei is trying to minimise the effects of malware on her computer system.

Describe the types of software Wei would need and how she could use them to help prevent malware affecting her computer system.

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STUDENTS RESOURCE

CamScanner

Some people attempt to trick bank customers using vishing or smishing.

(a) Describe the similarities of vishing and smishing.

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(b) Describe the differences between vishing and smishing.

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STUDENTS RESOURCE

CamScanner